

COMING TOGETHER LIKE VOLTRON

Strategies for intentional reference

WHO WE ARE

BECKY CANOVAN

ASSISTANT DIRECTOR
OF PUBLIC SERVICES

JOE LETRIZ

DIGITAL MANAGEMENT
& REFERENCE ASSISTANT

INTENTIONAL REFERENCE



Structure

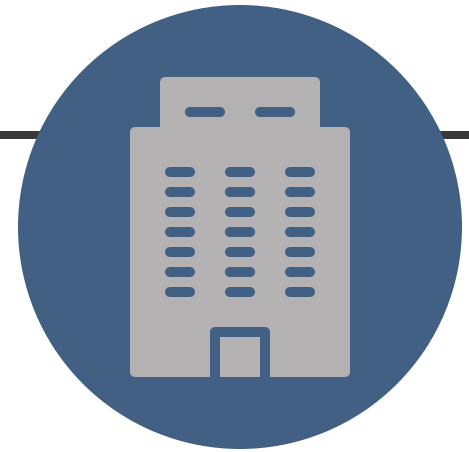


Training



Support

STRUCTURE



Coordinating reference, instruction, and personal schedules

Building and maintaining reference LibGuide

Regular reference team meetings

TRAINING

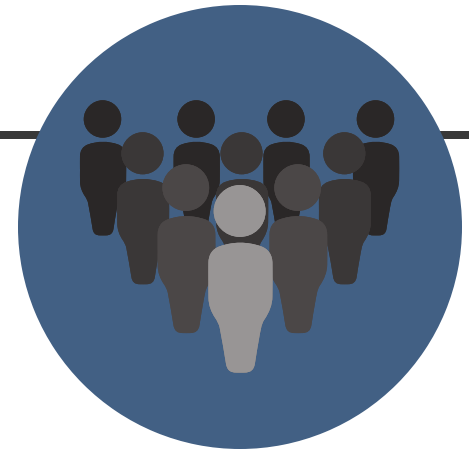


Train personnel with complimentary skills together

Periodic instruction specific trainings

Skill, philosophy, and service-based training

SUPPORT

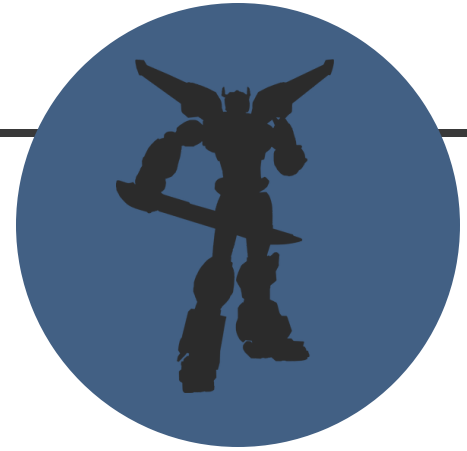


Paraprofessionals assisting in class

Acknowledge the limitations of the desk and personnel

Be clear and purposeful about why reference is being staffed

RESULTS



Actually gathering stats that fit ALL the standards & help us make decisions

Community environment at the reference desk both for students and the reference staff

Reference is now collaborative

QUESTIONS?

BECKY CANOVAN

Assistant Director of
Public Services

bcanovan@dbq.edu

563-589-3649

JOE LETRIZ

Digital Management &
Reference Assistant

jletriz@dbq.edu

563-589-3596